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ABSTRACT

The Office of Institutional Development and Technology (IDT), in cooperation with regional accreditation committees, surveyed all administrators, managers, supervisors, full-time faculty, and classified staff at the College of the Canyons, California, in spring 2002. The purpose of the survey was to gather information useful to college staff in preparing their accreditation self-study for the site visit of the Western Association of Accrediting Colleges. This is a revision of an earlier study (JC030183.) Of the 51 administrators, managers, and supervisors, 47% (24) returned completed surveys. Of the 164 full-time faculty, the response rate was 48% (78), and the staff response rate was 50% (84). Some of the questions posed to the administration, faculty and staff addressed the following: (1) mission statement, vision statement, and strategic plan; (2) faculty orientation and mentoring programs; (3) financial planning issues; (4) departmental planning issues; (5) college's self-representation to public through its publications; and (6) professional development opportunities. More than 91% of faculty indicated that they believe the college represents itself accurately and consistently to the public through its publications, while only 45% indicated that Fiscal Services' forms and procedures are clear. At least 80% of staff members indicated they have adequate training opportunities through the professional development program. Survey instrument and response table appended. (Contains 12 figures.) (NB)

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ED 474 568

COLLEGE OF THE CANYONS

Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Institutional Development and Technology

Accreditation Surveys: Administrators, Managers & Supervisors, Faculty, and Staff Spring 2002

Report # 122 - *Revised*

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Table of Contents

Introduction 3
Methods 3
Major Findings 4
Conclusions 16
Appendix A: Survey Instrument ..... A-I
Appendix B: Response Frequencies
Summary Counts and Percentages of Responses ..... B-I

Index of Figures and Tables

Figures

Administrators, Managers and Supervisors Accreditation Survey Results

Figure 1. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 6. 4

Figure 2. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 7 through 9. 5

Figure 3. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 10 through 14 6

Figure 4. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 15 through 20 7

Faculty Accreditation Survey Results

Figure 5. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 6 8

Figure 6. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 7 through 9 9

Figure 7. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 10 through 16 10

Figure 8. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 17 through 21 11

Figure 9. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 22 through 27 12

Staff Accreditation Survey Results

Figure 10. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 4 13

Figure 11. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 5 through 11 14

Figure 12. Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 12 through 15 15

Introduction

The Office of Institutional Development and Technology (IDT), in cooperation with the College's accreditation committees, surveyed all administrators, managers, supervisors, full-time faculty and classified staff during the Spring 2002 semester. The purpose of the survey was to gather information useful to college staff in preparing their accreditation self-study for the site visit of the Western Association of Accrediting Colleges: Accrediting Commission for Community and Junior Colleges. While the data from the survey will be especially useful in illuminating the perspectives of administrators, managers, supervisors, full-time faculty, and staff, the information is not intended to be the sole source for the accreditation. Other important data, such as outcome data, trends in student characteristics, academic and non-instructional program reviews, and archival documents, should also be used in the self-study. These other documents describe the context from which the survey results can be interpreted.

Methods

Each accreditation committee was asked to submit items assessing aspects of their assigned standard that related to perceptions of administrators, managers, supervisors, faculty members, or staff members. The Office of Institutional Development and Technology compiled the items and made revisions to the surveys with key members of the committee and administrators. The questionnaires contained closed-ended questions intended to assess administrators, managers, supervisors, full-time faculty and staff level of agreement with various statements about the COC.

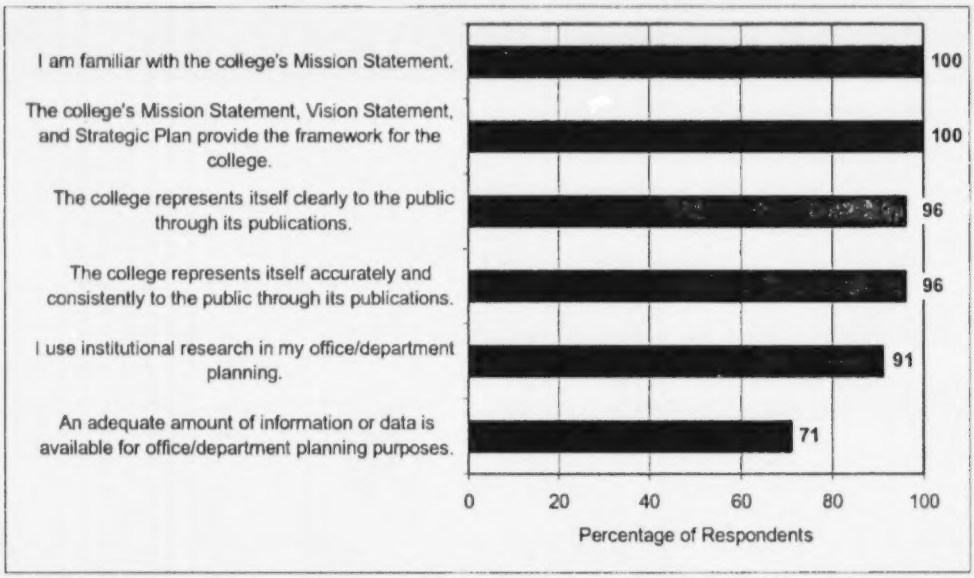
Surveys were distributed to *administrators, managers and supervisors* (51), *full-time faculty* (164), and *classified staff* (169). Of this distribution, **24** completed surveys were received from administrators, managers and supervisors, **78** from full-time faculty and **84** from classified staff, resulting in response rates of **47%, 48%, and 50%,** respectively. Questionnaires were scanned and tabulated using Remark and SPSS. Refer to Appendix A for a copy of the questionnaire and Appendix B for a listing of the summary counts and percentages of response frequencies.

Major Findings

Administrators, Managers and Supervisors Accreditation Survey Results

Administrators, managers and supervisors were asked to indicate their level of agreement with the statements shown in Figures 1 through 4. Response alternatives were "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree", or "Not Applicable". Figures 1 through 4 show the percentage of respondents who indicated their level of agreement with the statements about the College to be "Agree" or "Strongly Agree".

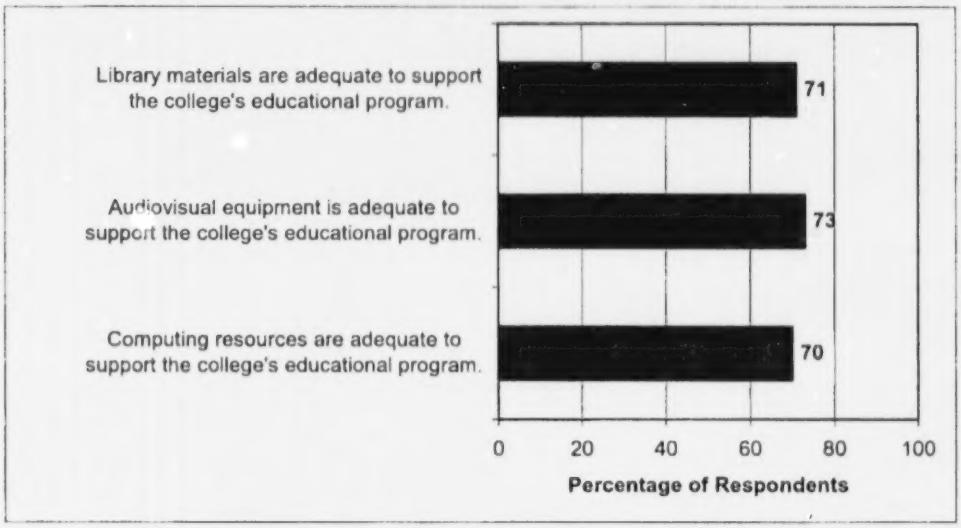
Figure 1: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 6.


I am familiar with the college's Mission Statement.
100
The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.
100
The college represents itself clearly to the public through its publications.
96
The college represents itself accurately and consistently to the public through its publications.
96
I use institutional research in my office/department planning.
91
An adequate amount of information or data is available for office/department planning purposes.
71
0
20
40
60
80
100
Percentage of Respondents

Note: Administrators, managers and supervisors indicating "Not Applicable" were excluded.

With regard to the college's Mission Statement, Vision Statement, and Strategic Plan, responses were overwhelmingly positive. Similarly, responses were very high related to the degree to which the college represents itself clearly, accurately, and consistently to the public. While the ratings were given to access and use of information for planning were still positive, these ratings were relatively lower than ratings of other issues.

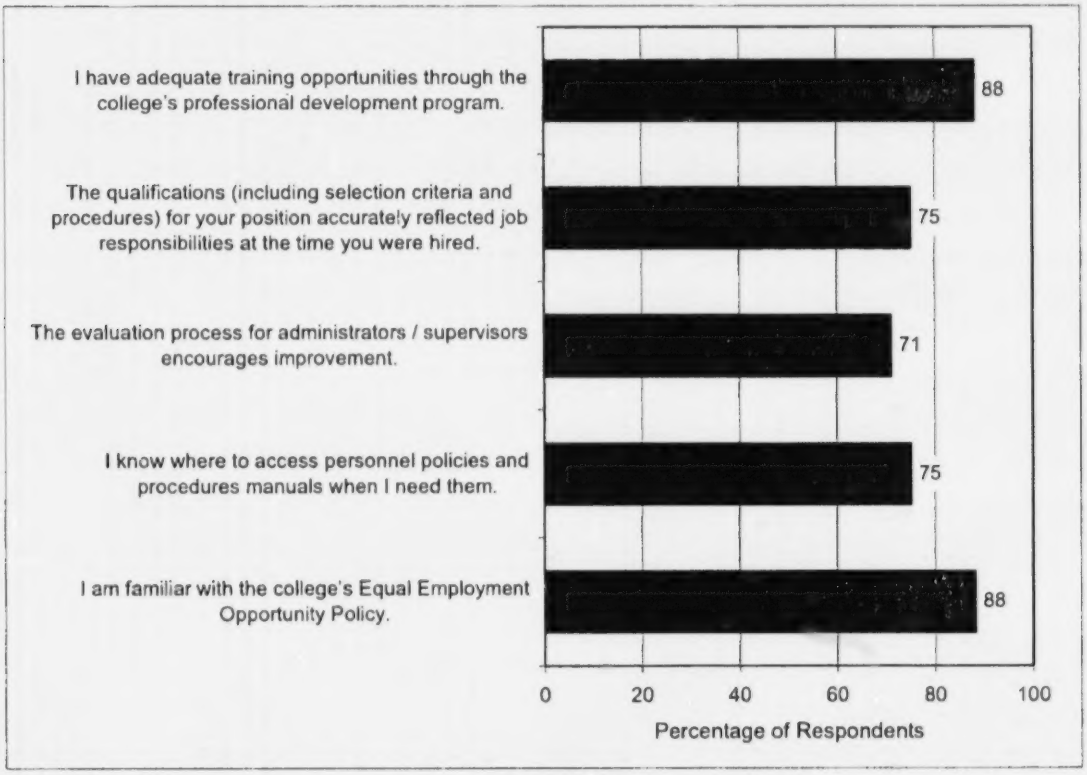
Figure 2: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 7 through 9.



Note: Administrators, managers and supervisors indicating "Not Applicable" were excluded.

Responses related to the adequacy of library materials, audiovisual equipment, and computing resources were quite high. Nearly three out of four administrators, managers and supervisors indicated that these resources were adequate.

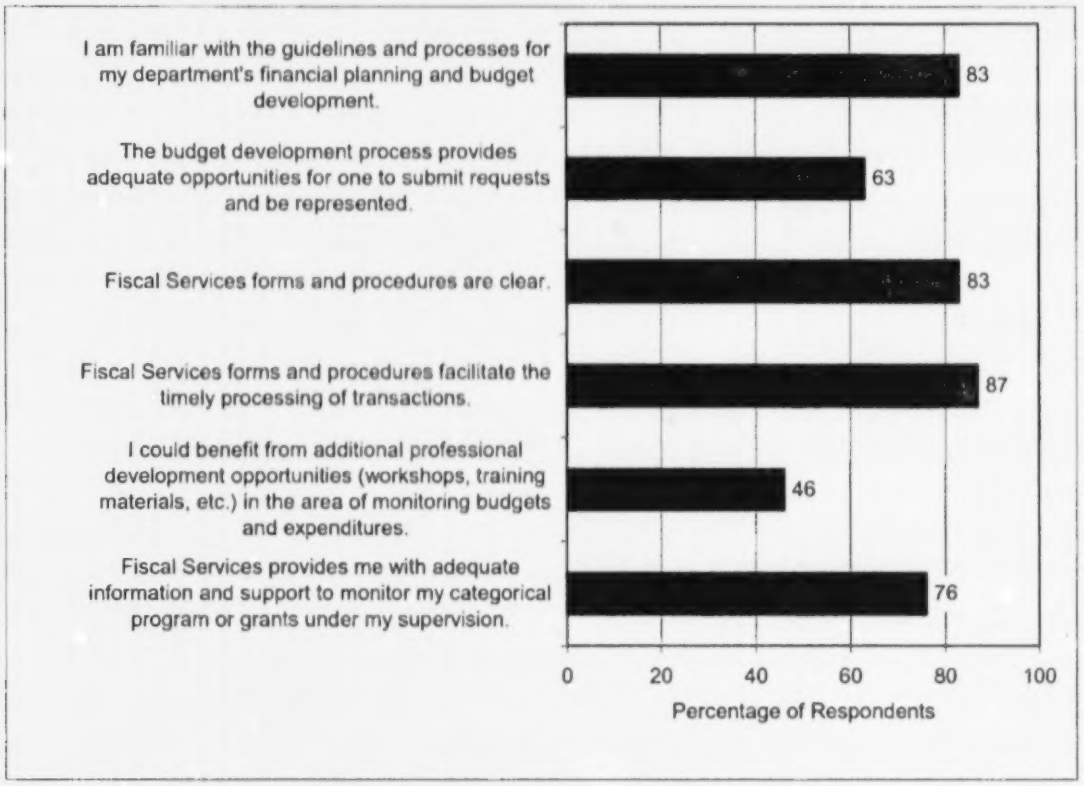
Figure 3: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 10 through 14.


I have adequate training opportunities through the college's professional development program.
88
The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities at the time you were hired.
75
The evaluation process for administrators / supervisors encourages improvement.
71
I know where to access personnel policies and procedures manuals when I need them.
75
I am familiar with the college's Equal Employment Opportunity Policy.
88
0
20
40
60
80
100
Percentage of Respondents

Note: Administrators, managers and supervisors indicating "Not Applicable" were excluded.

Ratings of issues presented in Figure 3 were for the most part, quite positive. Areas receiving the most positive ratings were the adequacy of training opportunities, familiarity with the Equal Employment Opportunity Policy, the job description at the time the person was hired, and the accessibility of personnel policies. The item receiving the fewest positive ratings related to the evaluation process for administrators, managers and supervisors.

Figure 4: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 15 through 20.


I am familiar with the guidelines and processes for my department's financial planning and budget development.
83
The budget development process provides adequate opportunities for one to submit requests and be represented.
63
Fiscal Services forms and procedures are clear.
83
Fiscal Services forms and procedures facilitate the timely processing of transactions.
87
I could benefit from additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.
46
Fiscal Services provides me with adequate information and support to monitor my categorical program or grants under my supervision.
76
0
20
40
60
80
100
Percentage of Respondents

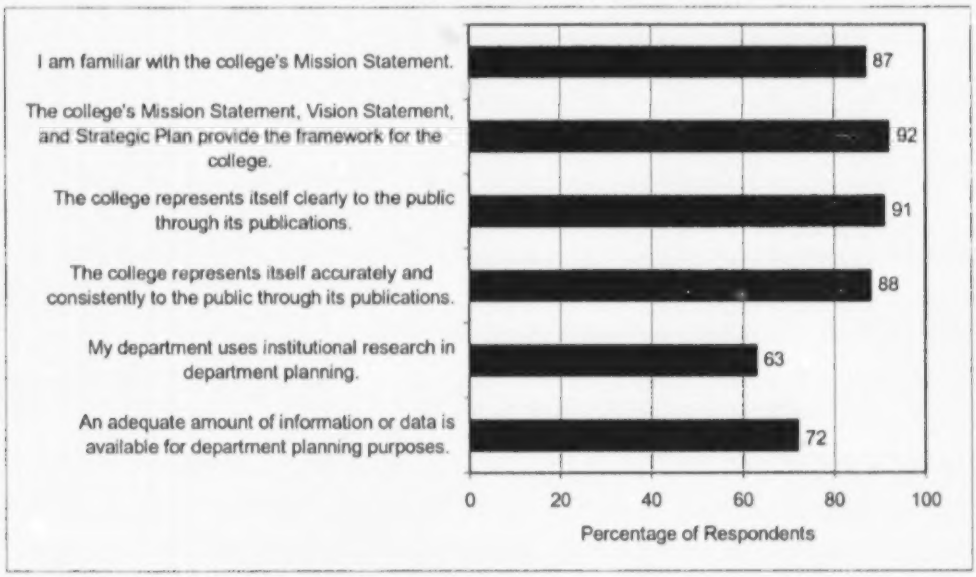
Note: Administrators, managers and supervisors indicating "Not Applicable" were excluded.

With regard to planning and budget development, the vast majority of administrators, managers and supervisors indicated adequate familiarity with and understanding of processes. Nearly half of administrators, managers and supervisors who responded indicated that they could benefit from professional development opportunities in the area of monitoring budgets and expenditures. Another area of need indicated by respondents related to opportunities for administrators, managers and supervisors to submit requests and be represented in the budget development process.

Faculty Accreditation Survey Results

Faculty were asked to indicate their level of agreement with the statements shown in Figures 5 through 9. Response alternatives were "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree", or "Not Applicable". Figures 5 through 9 show the percentage of respondents who indicated their level of agreement with the statements about the College to be "Agree" or "Strongly Agree".

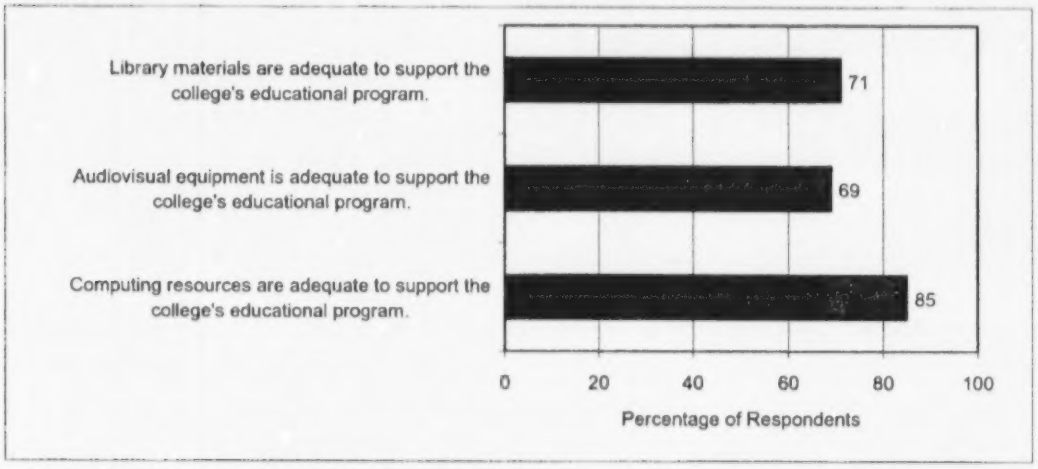
Figure 5: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 6.


I am familiar with the college's Mission Statement.
87
The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.
92
The college represents itself clearly to the public through its publications.
91
The college represents itself accurately and consistently to the public through its publications.
88
My department uses institutional research in department planning.
63
An adequate amount of information or data is available for department planning purposes.
72
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty indicating "Not Applicable" were excluded.

With regard to the college's Mission Statement, Vision Statement, and Strategic Plan, responses were overwhelmingly positive. Similarly, responses were very high related to the degree to which the college represents itself clearly, accurately, and consistently to the public. While still positive ratings were given to access and use of information for planning, these ratings were relatively lower than ratings of other issues.

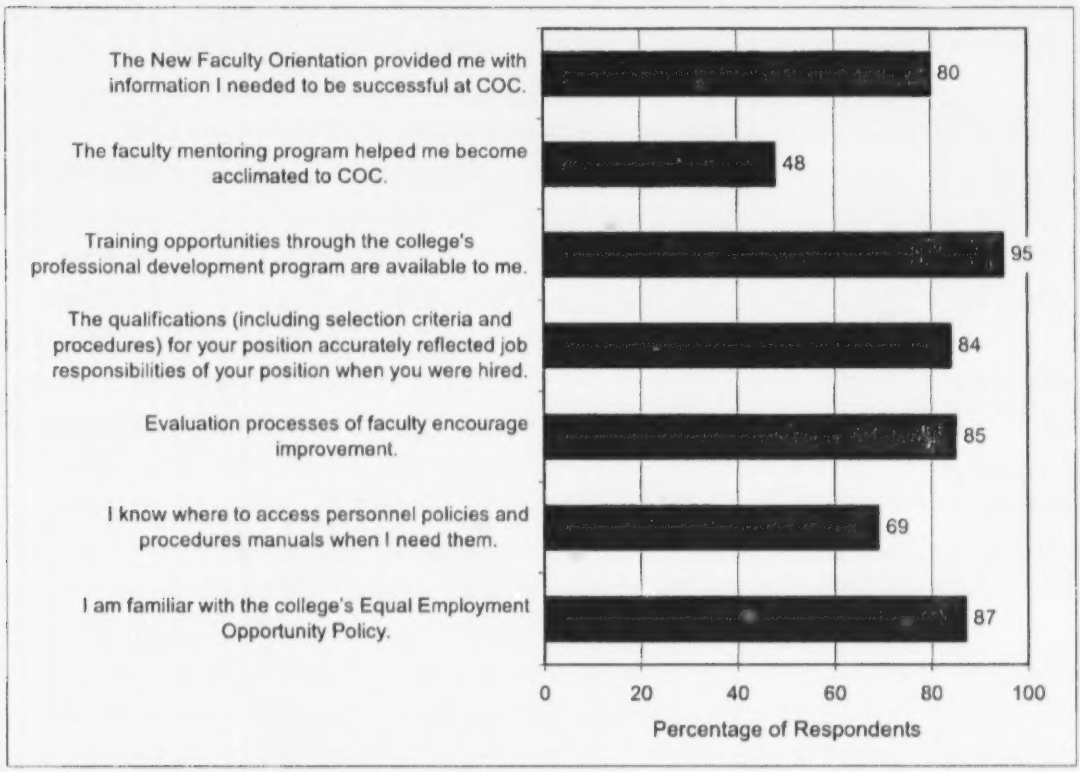
Figure 6: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 7 through 9.



Note: Faculty indicating "Not Applicable" were excluded.

Responses related to the adequacy of library materials, audiovisual equipment, and computing resources were quite high. Nearly three out of four faculty members indicated that these resources were adequate.

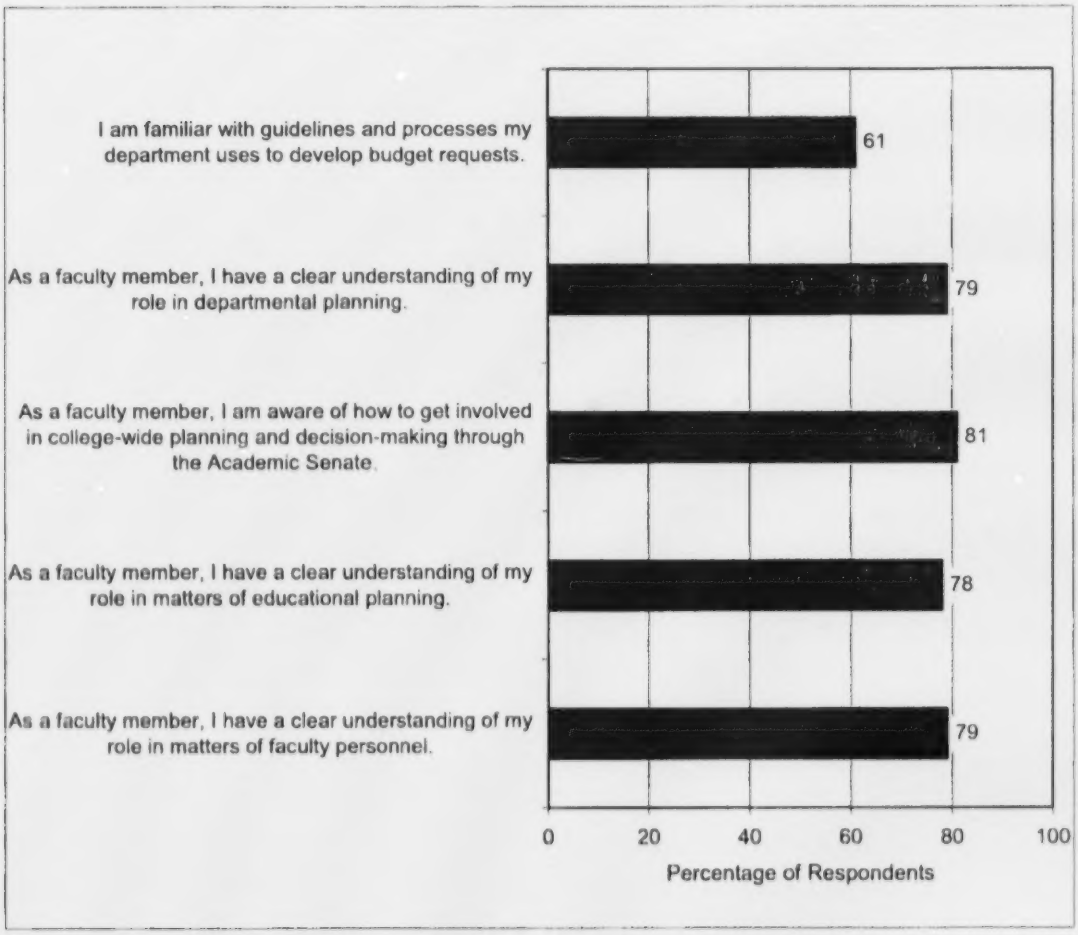
Figure 7: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 10 through 16.


The New Faculty Orientation provided me with information I needed to be successful at COC.
80
The faculty mentoring program helped me become acclimated to COC.
48
Training opportunities through the college's professional development program are available to me.
95
The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities of your position when you were hired.
84
Evaluation processes of faculty encourage improvement.
85
I know where to access personnel policies and procedures manuals when I need them.
69
I am familiar with the college's Equal Employment Opportunity Policy.
87
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty indicating "Not Applicable" were excluded.

Rating of issues presented in Figure 7 were for the most part, quite positive. Areas receiving the most positive ratings were the adequacy of training opportunities, familiarity with the Equal Employment Opportunity Policy, and the usefulness of the New Faculty Orientation. The item receiving the fewest positive ratings related to the faculty mentoring program. It is important to consider that the faculty mentoring program did not exist until Fall 2001; therefore most of the faculty surveyed did not have access to this program when they were hired. While faculty could indicate "not applicable" and those responses were removed, the recency of the program still could have influenced responses.

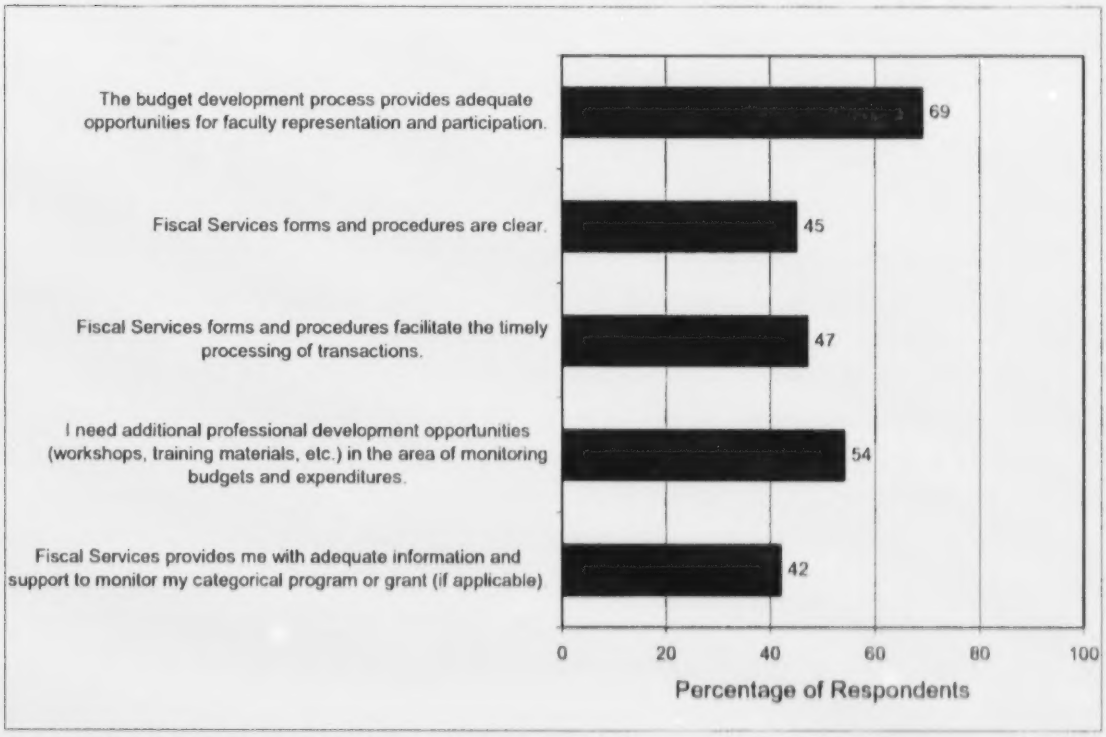
Figure 8: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 17 through 21.


I am familiar with guidelines and processes my department uses to develop budget requests.
61
As a faculty member, I have a clear understanding of my role in departmental planning.
79
As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.
81
As a faculty member, I have a clear understanding of my role in matters of educational planning.
78
As a faculty member, I have a clear understanding of my role in matters of faculty personnel.
79
0
20
40
60
80
100
Percentage of Respondents

Note: Faculty indicating "Not Applicable" were excluded.

With regard to planning and budget development, the vast majority of faculty members indicated adequate familiarity with and understanding of processes. The item receiving the fewest positive ratings related to familiarity with guidelines and processes used by departments to develop budget requests.

Figure 9: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 22 through 27.


The budget development process provides adequate opportunities for faculty representation and participation.
69
Fiscal Services forms and procedures are clear.
45
Fiscal Services forms and procedures facilitate the timely processing of transactions.
47
I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.
54
Fiscal Services provides me with adequate information and support to monitor my categorical program or grant (if applicable)
42
0
20
40
60
80
100
Percentage of Respondents

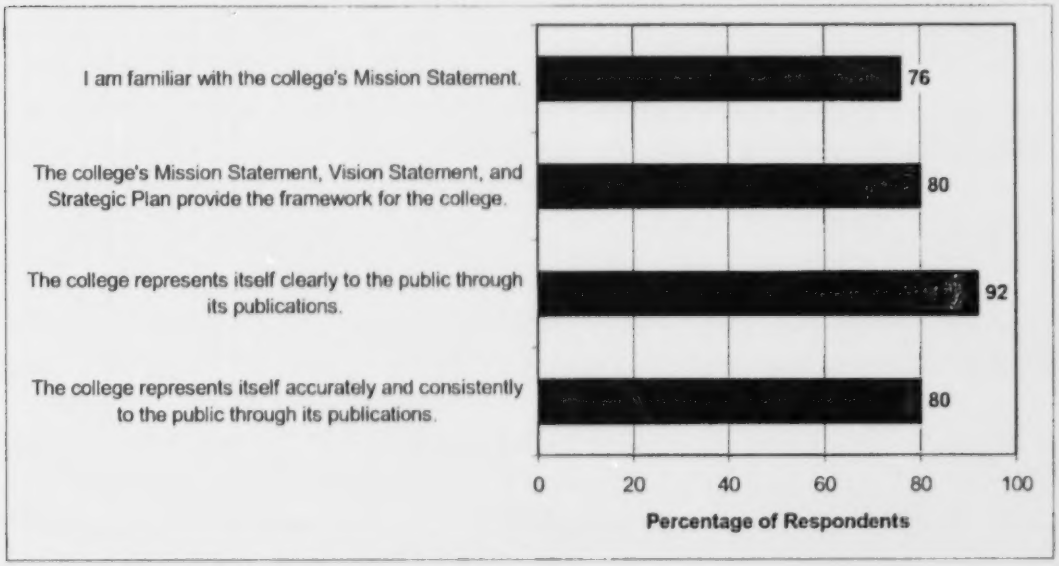
Note: Faculty indicating "Not Applicable" were excluded.

Some of the areas of greatest need, as expressed by faculty members related to fiscal services forms, timely processing of fiscal services forms, and information and support needed to monitor categorical programs or grants. More than half of the respondents indicated that they need additional professional development opportunities in the area of budget development. Furthermore, nearly two out of three faculty members indicated that they have adequate opportunities to be represented and participate in the budget development process.

Staff Accreditation Survey Results

Staff were asked to indicate their level of agreement with the statements shown in Figures 10 through 12. Response alternatives were "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree", or "Not Applicable". Figures 10 through 12 show the percentage of respondents who indicated their level of agreement with the statements about the College to be "Agree" or "Strongly Agree".

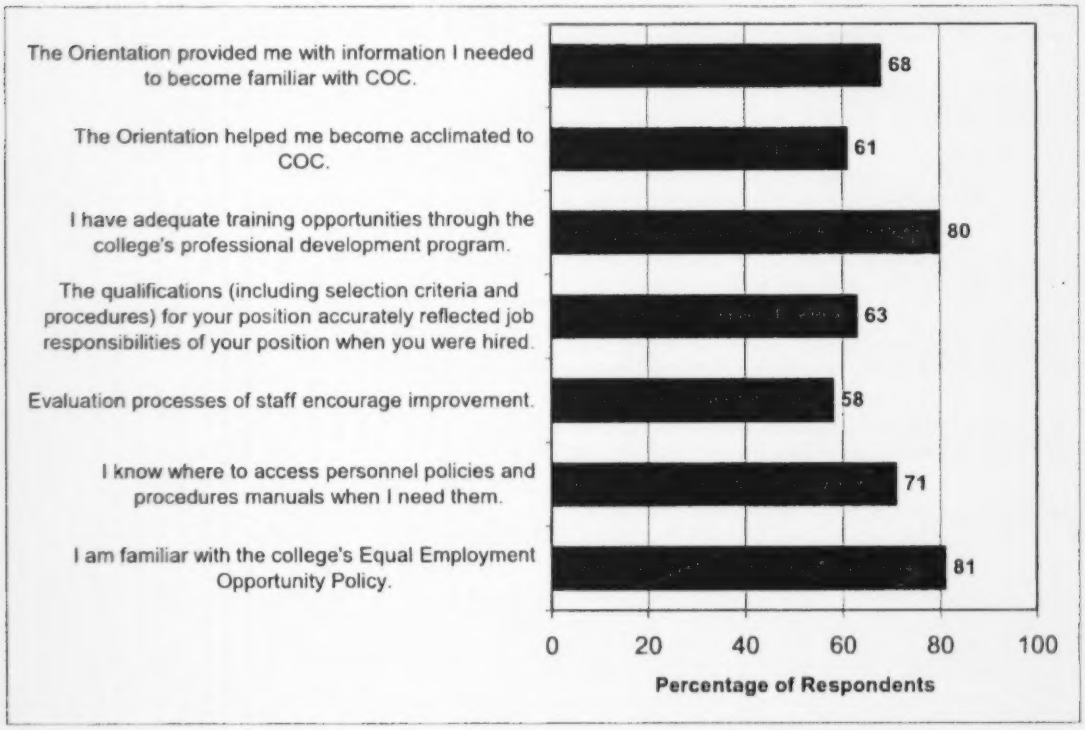
Figure 10: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 1 through 4.


I am familiar with the college's Mission Statement.
76
The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.
80
The college represents itself clearly to the public through its publications.
92
The college represents itself accurately and consistently to the public through its publications.
80
0
20
40
60
80
100
Percentage of Respondents

Note: Staff indicating "Not Applicable" were excluded.

With regard to the college's Mission Statement, Vision Statement, and Strategic Plan, responses were overwhelmingly positive. Similarly, responses were very high related to the degree to which the college represents itself clearly, accurately, and consistently to the public.

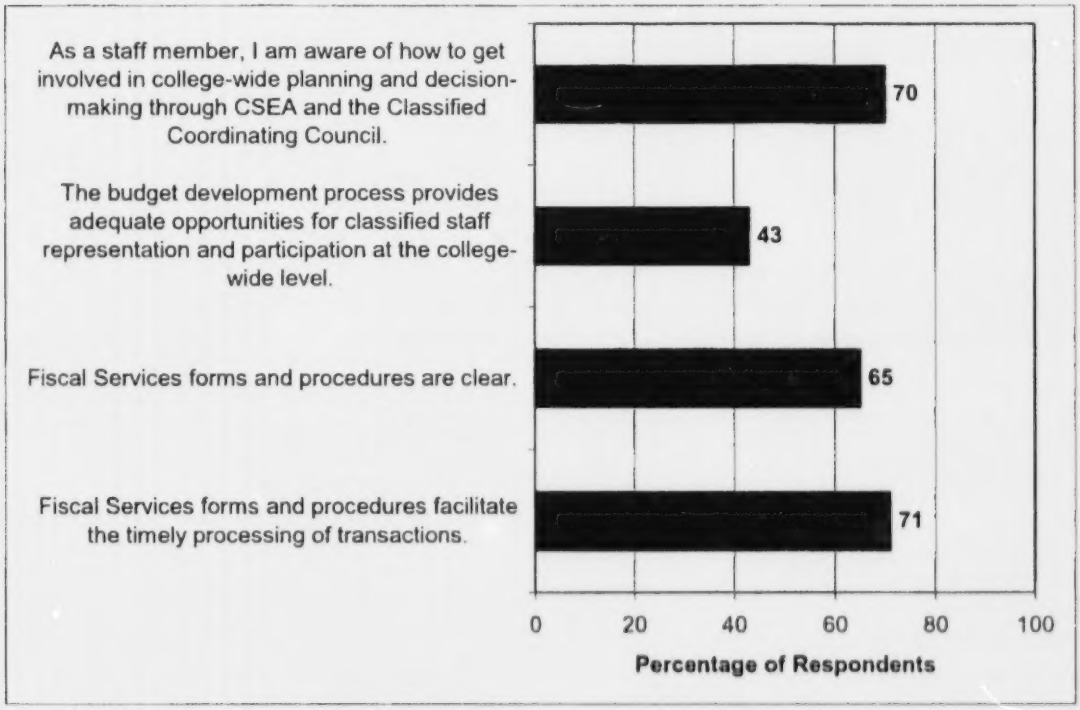
Figure 11: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 5 through 11.


The Orientation provided me with information I needed to become familiar with COC.
68
The Orientation helped me become acclimated to COC.
61
I have adequate training opportunities through the college's professional development program.
80
The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities of your position when you were hired.
63
Evaluation processes of staff encourage improvement.
58
I know where to access personnel policies and procedures manuals when I need them.
71
I am familiar with the college's Equal Employment Opportunity Policy.
81
0
20
40
60
80
100
Percentage of Respondents

Note: Staff indicating "Not Applicable" were excluded.

Rating of issues presented in Figure 11 were for the most part, quite positive. Areas receiving the most positive ratings were the adequacy of training opportunities, familiarity with the Equal Employment Opportunity Policy, and accessibility to personnel policies and procedures manuals. The items receiving the fewest positive ratings related to the effectiveness of Orientation program to help staff members become acclimated to COC, usefulness of evaluation processes of staff, accuracy of job description at the time staff were hired, and the usefulness of the Orientation.

Figure 12: Percentage of Respondents who indicated their level agreement to the following statements to be "Agree" or "Strongly Agree" for Questions 12 through 15.


As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.
70
The budget development process provides adequate opportunities for classified staff representation and participation at the college-wide level.
43
Fiscal Services forms and procedures are clear.
65
Fiscal Services forms and procedures facilitate the timely processing of transactions.
71
0
20
40
60
80
100
Percentage of Respondents

Note: Staff indicating "Not Applicable" were excluded.

Some of the areas of greatest need, as expressed by staff members, related to opportunities for classified staff representation in the budget development process, and clarity of fiscal services forms. Furthermore, nearly three out of four staff members indicated that staff members are aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council and fiscal services forms and procedures facilitate the timely processing of transactions.

Conclusions

Overall, administrators, faculty and staff responses were quite positive, especially related to: the College's Mission Statement, Vision Statement, and Strategic Plan; adequacy of training opportunities; and familiarity with Equal Employment Opportunity Policy. Further results showed that overall; administrators, managers, supervisors and faculty indicated that library materials, audiovisual equipment and computing resources are adequate to support the college's educational program. While ratings of the evaluation process for administrators, managers and supervisors were positive, consideration should be given to improving the usefulness of the evaluation process. Areas of expressed need related to the following: opportunities for participation in budget development; professional development opportunities related to budgets; and access to and use of information for planning. Consideration should be given to modifying procedures, developing tools, and adding professional development opportunities related to these areas. For example, additional flex presentations could be developed addressing using information for planning and developing and monitoring budgets. The college's intranet and e-mail could be used to improve timely access to information. Areas of expressed need by staff related to the effectiveness of Orientation program to help in the acclimation process to COC, opportunities for staff to participate in the budget development process at the college-wide level, clarity of fiscal services forms, qualifications accurately reflecting job responsibilities for positions at the time of hire, and evaluation processes of staff encouraging improvement. Consideration should be given to ensuring that job qualifications accurately reflect the responsibilities of positions at the time of hire and that evaluations provide encouragement to classified staff. In addition, consideration should be given to improving the clarity of fiscal services forms and procedures and providing more opportunities for classified staff to participate in the budget development process at the college-wide level. Finally, steps should be taken to aiding in the acclimation process for staff to the college through the Orientation program. These results should be further considered by self-study teams within the context developed from other sources of information.

Appendix A: Survey Instrument

Administrators, Managers and Supervisors Accreditation Survey
April 2002

Thank you for your help with the Accreditation Survey a couple months ago. Unfortunately, we made a mistake in not foreseeing the need of some teams to summarize results for faculty, staff, and administrators as separate groups and did not have that information on separate forms. We have now split up the information on separate forms. Please take a couple minutes to complete the following survey and *return it to the Office of Institutional Development & Technology*. Although completing the surveys is voluntary, we hope that you take a few minutes to complete the surveys since including the views of all full-time faculty and staff is important in the accreditation process. We apologize for the inconvenience of having to redo the survey. *If you have any questions, please do not hesitate to call Barry Gribbons at extension 5500.*

For the surveys to be of use to the Accreditation teams, we need the information back by April 12th.

Thank you again for your assistance!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**	**Not Applicable**
1.	I am familiar with the college's Mission Statement.	O	O	O	O	O	O
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	O	O	O	O	O	O
3.	The college represents itself clearly to the public through its publications.	O	O	O	O	O	O
4.	The college represents itself accurately and consistently to the public through its publications.	O	O	O	O	O	O
5.	I use institutional research in my office/department planning.	O	O	O	O	O	O
6.	An adequate amount of information or data is available for office/department planning purposes.	O	O	O	O	O	O
7.	Library materials are adequate to support the college's educational program.	O	O	O	O	O	O
8.	Audiovisual equipment is adequate to support the college's educational program.	O	O	O	O	O	O
9.	Computing resources are adequate to support the college's educational program.	O	O	O	O	O	O
10.	I have adequate training opportunities through the college's professional development program.	O	O	O	O	O	O

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
11.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities at the time you were hired.	O	O	O	O	O	O
12.	The evaluation process for administrators / supervisors encourages improvement.	O	O	O	O	O	O
13.	I know where to access personnel policies and procedures manuals when I need them.	O	O	O	O	O	O
14.	I am familiar with the college's Equal Employment Opportunity Policy.	O	O	O	O	O	O
15.	I am familiar with the guidelines and processes for my department's financial planning and budget development.	O	O	O	O	O	O
16.	The budget development process provides adequate opportunities for one to submit requests and be represented.	O	O	O	O	O	O
17.	Fiscal Services forms and procedures are clear.	O	O	O	O	O	O
18.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	O	O	O	O	O	O
19.	I could benefit from additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	O	O	O	O	O	O
20.	Fiscal Services provides me with adequate information and support to monitor categorical programs or grants under my supervision.	O	O	O	O	O	O

Faculty Accreditation Survey
April 2002

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For the surveys to be of use to the Accreditation teams, we need the information back by April 12th.

Thank you again for your assistance!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**	**Not Applicable**
1.	I am familiar with the college's Mission Statement.	O	O	O	O	O	O
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	O	O	O	O	O	O
3.	The college represents itself clearly to the public through its publications.	O	O	O	O	O	O
4.	The college represents itself accurately and consistently to the public through its publications.	O	O	O	O	O	O
5.	My department uses institutional research in department planning.	O	O	O	O	O	O
6.	An adequate amount of information or data is available for my department planning purposes.	O	O	O	O	O	O
7.	Library materials are adequate to support the college's educational program.	O	O	O	O	O	O
8.	Audiovisual equipment is adequate to support the college's educational program.	O	O	O	O	O	O
9.	Computing resources are adequate to support the college's educational program.	O	O	O	O	O	O
10.	The New Faculty Orientation provided me with information I needed to be successful at COC.	O	O	O	O	O	O
11.	The faculty mentoring program helped me become acclimated to COC.	O	O	O	O	O	O

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	Training opportunities through the college's professional development program are available to me.	O	O	O	O	O	O
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected the responsibilities of your position when you were hired.	O	O	O	O	O	O
14.	Evaluation processes of faculty encourage improvement.	O	O	O	O	O	O
15.	I know where to access personnel policies and procedures manuals when I need them.	O	O	O	O	O	O
16.	I am familiar with the college's Equal Employment Opportunity Policy.	O	O	O	O	O	O
17.	I am familiar with the guidelines and processes my department uses to develop budget requests.	O	O	O	O	O	O
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	O	O	O	O	O	O
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	O	O	O	O	O	O
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	O	O	O	O	O	O
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	O	O	O	O	O	O
22.	The departmental budget development process provides opportunities for faculty representation and participation.	O	O	O	O	O	O
23.	Fiscal Services forms and procedures are clear.	O	O	O	O	O	O
24.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	O	O	O	O	O	O
25.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	O	O	O	O	O	O
26.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant (if appropriate).	O	O	O	O	O	O

Staff Accreditation Survey
April 2002

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For the surveys to be of use to the Accreditation teams, we need the information back by April 12th.

Thank you again for your assistance!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	O	O	O	O	O	O
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	O	O	O	O	O	O
3.	The college represents itself clearly to the public through its publications.	O	O	O	O	O	O
4.	The college represents itself accurately and consistently to the public through its publications.	O	O	O	O	O	O
5.	The Orientation provided me with information I needed to become familiar with COC.	O	O	O	O	O	O
6.	The Orientation helped me become acclimated to COC.	O	O	O	O	O	O
7.	I have adequate training opportunities through the college's professional development program.	O	O	O	O	O	O
8.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities when you were hired.	O	O	O	O	O	O
9.	Evaluation processes for staff encourage improvement.	O	O	O	O	O	O
10.	I know where to access personnel policies and procedures manuals when I need them.	O	O	O	O	O	O
11.	I am familiar with the college's Equal Employment Opportunity Policy.	O	O	O	O	O	O

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	O	O	O	O	O	O
13.	The budget development process provides opportunities for classified staff representation and participation at the college-wide level.	O	O	O	O	O	O
14.	Fiscal Services forms and procedures are clear.	O	O	O	O	O	O
15.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	O	O	O	O	O	O

Appendix B: Response Frequencies - Summary Counts of Responses

Administrators, Managers and Supervisors Accreditation Survey
April 2002

Thank you for your help with the Accreditation Survey a couple months ago. Unfortunately, we made a mistake in not foreseeing the need of some teams to summarize results for faculty, staff, and administrators as separate groups and did not have that information on separate forms. We have now split up the information on separate forms. Please take a couple minutes to complete the following survey and *return it to the Office of Institutional Development & Technology*. Although completing the surveys is voluntary, we hope that you take a few minutes to complete the surveys since including the views of all full-time faculty and staff is important in the accreditation process. We apologize for the inconvenience of having to redo the survey. *If you have any questions, please do not hesitate to call Barry Gribbons at extension 5500.*

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Thank you again for your assistance!

	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	0	0	0	4	20	0
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	0	0	0	8	16	0
3.	The college represents itself clearly to the public through its publications.	0	0	1	7	16	0
4.	The college represents itself accurately and consistently to the public through its publications.	0	0	1	8	15	0
5.	I use institutional research in my office/department planning.	0	1	1	6	15	1
6.	An adequate amount of information or data is available for office/department planning purposes.	0	4	3	2	15	0
7.	Library materials are adequate to support the college's educational program.	0	2	4	6	9	3
8.	Audiovisual equipment is adequate to support the college's educational program.	0	3	3	9	7	2
9.	Computing resources are adequate to support the college's educational program.	1	1	5	7	9	1
10.	I have adequate training opportunities through the college's professional development program.	0	1	2	4	17	0

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
11.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities at the time you were hired.	1	3	2	6	12	0
12.	The evaluation process for administrators / supervisors encourages improvement.	1	2	4	9	8	0
13.	I know where to access personnel policies and procedures manuals when I need them.	0	5	1	8	10	0
14.	I am familiar with the college's Equal Employment Opportunity Policy.	0	1	2	6	15	0
15.	I am familiar with the guidelines and processes for my department's financial planning and budget development.	1	0	3	6	14	0
16.	The budget development process provides adequate opportunities for one to submit requests and be represented.	0	5	4	5	10	0
17.	Fiscal Services forms and procedures are clear.	0	1	3	11	8	1
18.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	0	0	3	11	9	1
19.	I could benefit from additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	3	3	7	6	5	0
20.	Fiscal Services provides me with adequate information and support to monitor categorical programs or grants under my supervision.	1	0	4	8	8	3

Administrators, Managers and Supervisors Accreditation Survey
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Thank you again for your assistance!

Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1. I am familiar with the college's Mission Statement.	0%	0%	0%	17%	83%	0%
2. The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	0%	0%	0%	33%	67%	0%
3. The college represents itself clearly to the public through its publications.	0%	0%	4%	29%	67%	0%
4. The college represents itself accurately and consistently to the public through its publications.	0%	0%	4%	33%	63%	0%
5. I use institutional research in my office/department planning.	0%	4%	4%	25%	63%	4%
6. An adequate amount of information or data is available for office/department planning purposes.	0%	17%	13%	8%	63%	0%
7. Library materials are adequate to support the college's educational program.	0%	8%	17%	25%	38%	13%
8. Audiovisual equipment is adequate to support the college's educational program.	0%	13%	13%	38%	29%	8%
9. Computing resources are adequate to support the college's educational program.	4%	4%	21%	29%	38%	4%
10. I have adequate training opportunities through the college's professional development program.	0%	4%	8%	17%	71%	0%

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
11.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities at the time you were hired.	4%	13%	8%	25%	50%	0%
12.	The evaluation process for administrators / supervisors encourages improvement.	4%	8%	17%	38%	33%	0%
13.	I know where to access personnel policies and procedures manuals when I need them.	0%	21%	4%	33%	42%	0%
14.	I am familiar with the college's Equal Employment Opportunity Policy.	0%	4%	8%	25%	63%	0%
15.	I am familiar with the guidelines and processes for my department's financial planning and budget development.	4%	0%	13%	25%	58%	0%
16.	The budget development process provides adequate opportunities for one to submit requests and be represented.	0%	21%	17%	21%	42%	0%
17.	Fiscal Services forms and procedures are clear.	0%	4%	13%	46%	33%	4%
18.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	0%	0%	13%	46%	38%	4%
19.	I could benefit from additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	13%	13%	29%	25%	21%	0%
20.	Fiscal Services provides me with adequate information and support to monitor categorical programs or grants under my supervision.	4%	0%	17%	33%	33%	13%

Appendix B: Response Frequencies – Summary Counts of Responses:

Faculty Accreditation Survey
April 2002

Thank you for your help with the Accreditation Survey a couple months ago. Unfortunately, we made a mistake in not foreseeing the need of some teams to summarize results for faculty, staff, and administrators as separate groups and did not have that information on separate forms. We have now split up the information on separate forms. Please take a couple minutes to complete the following survey and *return it to the Office of Institutional Development & Technology.* Although completing the surveys is voluntary, we hope that you take a few minutes to complete the surveys since including the views of all full-time faculty and staff is important in the accreditation process. We apologize for the inconvenience of having to redo the survey. *If you have any questions, please do not hesitate to call Barry Gribbons at extension 5500.*

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Thank you again for your assistance!

Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1. I am familiar with the college's Mission Statement.	1	3	6	31	37	0
2. The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	1	1	4	40	30	2
3. The college represents itself clearly to the public through its publications.	0	2	5	35	35	1
4. The college represents itself accurately and consistently to the public through its publications.	0	3	6	36	32	1
5. My department uses institutional research in department planning.	1	10	16	27	19	5
6. An adequate amount of information or data is available for my department planning purposes.	0	4	17	36	18	3
7. Library materials are adequate to support the college's educational program.	2	7	13	38	17	1
8. Audiovisual equipment is adequate to support the college's educational program.	2	12	10	34	19	1
9. Computing resources are adequate to support the college's educational program.	2	4	6	39	27	0
10. The New Faculty Orientation provided me with information I needed to be successful at COC.	1	8	2	19	26	22
11. The faculty mentoring program helped me become acclimated to COC.	1	4	11	7	8	47

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	Training opportunities through the college's professional development program are available to me.	0	1	3	25	49	0
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected the responsibilities of your position when you were hired.	0	7	5	28	33	5
14.	Evaluation processes of faculty encourage improvement.	1	2	9	37	29	0
15.	I know where to access personnel policies and procedures manuals when I need them.	1	13	10	33	21	0
16.	I am familiar with the college's Equal Employment Opportunity Policy.	0	5	5	42	25	1
17.	I am familiar with the guidelines and processes my department uses to develop budget requests.	3	13	14	34	13	1
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	3	5	8	29	32	1
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	3	4	8	34	28	1
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	2	3	12	36	24	1
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	2	5	9	40	19	3
22.	The departmental budget development process provides opportunities for faculty representation and participation.	4	5	14	38	14	3
23.	Fiscal Services forms and procedures are clear.	5	12	19	17	12	13
24.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	5	9	19	17	12	16
25.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	0	9	21	22	13	13
26.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant (if appropriate).	2	7	17	6	13	33

Appendix B: Response Frequencies – Summary Percentages of Responses:

Faculty Accreditation Survey
April 2002

Thank you for your help with the Accreditation Survey a couple months ago. Unfortunately, we made a mistake in not foreseeing the need of some teams to summarize results for faculty, staff, and administrators as separate groups and did not have that information on separate forms. We have now split up the information on separate forms. Please take a couple minutes to complete the following survey and *return it to the Office of Institutional Development & Technology.* Although completing the surveys is voluntary, we hope that you take a few minutes to complete the surveys since including the views of all full-time faculty and staff is important in the accreditation process. We apologize for the inconvenience of having to redo the survey. *If you have any questions, please do not hesitate to call Barry Gribbons at extension 5500.*

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	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	1%	4%	8%	40%	47%	0%
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	1%	1%	5%	51%	38%	3%
3.	The college represents itself clearly to the public through its publications.	0%	3%	6%	45%	45%	1%
4.	The college represents itself accurately and consistently to the public through its publications.	0%	4%	8%	46%	41%	1%
5.	My department uses institutional research in department planning.	1%	13%	21%	35%	24%	6%
6.	An adequate amount of information or data is available for my department planning purposes.	0%	5%	22%	46%	23%	4%
7.	Library materials are adequate to support the college's educational program.	3%	9%	17%	49%	22%	1%
8.	Audiovisual equipment is adequate to support the college's educational program.	3%	15%	13%	44%	24%	1%
9.	Computing resources are adequate to support the college's educational program.	3%	5%	8%	50%	35%	0%
10.	The New Faculty Orientation provided me with information I needed to be successful at COC.	1%	10%	3%	24%	33%	28%
11.	The faculty mentoring program helped me become acclimated to COC.	1%	5%	14%	9%	10%	60%

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	Training opportunities through the college's professional development program are available to me.	0%	1%	4%	32%	63%	0%
13.	The qualifications (including selection criteria and procedures) for your position accurately reflected the responsibilities of your position when you were hired.	0%	9%	6%	36%	42%	6%
14.	Evaluation processes of faculty encourage improvement.	1%	3%	12%	47%	37%	0%
15.	I know where to access personnel policies and procedures manuals when I need them.	1%	17%	13%	42%	27%	0%
16.	I am familiar with the college's Equal Employment Opportunity Policy.	0%	6%	6%	54%	32%	1%
17.	I am familiar with the guidelines and processes my department uses to develop budget requests.	4%	17%	18%	44%	17%	1%
18.	As a faculty member, I have a clear understanding of my role in departmental planning.	4%	6%	10%	37%	41%	1%
19.	As a faculty member, I am aware of how to get involved in college-wide planning and decision-making through the Academic Senate.	4%	5%	10%	44%	36%	1%
20.	As a faculty member, I have a clear understanding of my role in matters of educational planning.	3%	4%	15%	46%	31%	1%
21.	As a faculty member, I have a clear understanding of my role in matters of faculty personnel.	3%	6%	12%	51%	24%	4%
22.	The departmental budget development process provides opportunities for faculty representation and participation.	5%	6%	18%	49%	18%	4%
23.	Fiscal Services forms and procedures are clear.	6%	15%	24%	22%	15%	17%
24.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	6%	12%	24%	22%	15%	21%
25.	I need additional professional development opportunities (workshops, training materials, etc.) in the area of monitoring budgets and expenditures.	0%	12%	27%	28%	17%	17%
26.	Fiscal Services provides me with adequate information and support to monitor my categorical program or grant (if appropriate).	3%	9%	22%	8%	17%	42%

Staff Accreditation Survey
April 2002

Thank you for your help with the Accreditation Survey a couple months ago. Unfortunately, we made a mistake in not foreseeing the need of some teams to summarize results for faculty, staff, and administrators as separate groups and did not have that information on separate forms. We have now split up the information on separate forms. Please take a couple minutes to complete the following survey and *return it to the Office of Institutional Development & Technology.* Although completing the surveys is voluntary, we hope that you take a few minutes to complete the surveys since including the views of all full-time faculty and staff is important in the accreditation process. We apologize for the inconvenience of having to redo the survey. *If you have any questions, please do not hesitate to call Barry Gribbons at extension 5500.*

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	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	1	7	12	38	26	0
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	1	1	15	43	24	0
3.	The college represents itself clearly to the public through its publications.	0	0	7	43	34	0
4.	The college represents itself accurately and consistently to the public through its publications.	0	4	13	40	27	0
5.	The Orientation provided me with information I needed to become familiar with COC.	4	2	16	29	17	16
6.	The Orientation helped me become acclimated to COC.	5	2	19	27	14	17
7.	I have adequate training opportunities through the college's professional development program.	1	5	11	38	28	1
8.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities when you were hired.	6	13	11	28	24	2
9.	Evaluation processes for staff encourage improvement.	8	8	19	35	13	1
10.	I know where to access personnel policies and procedures manuals when I need them.	1	11	12	41	18	1
11.	I am familiar with the college's Equal Employment Opportunity Policy.	1	3	12	45	23	0

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		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	2	6	17	38	20	1
13.	The budget development process provides opportunities for classified staff representation and participation at the college-wide level.	2	10	35	27	9	1
14.	Fiscal Services forms and procedures are clear.	2	9	16	38	13	6
15.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	1	2	20	41	14	6

Appendix B: Response Frequencies – Summary Percentages of Responses

Staff Accreditation Survey
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	Please be sure to fill in answer bubbles using a pencil or dark pen.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.	I am familiar with the college's Mission Statement.	1%	8%	14%	45%	31%	0%
2.	The college's Mission Statement, Vision Statement, and Strategic Plan provide the framework for the college.	1%	1%	18%	51%	29%	0%
3.	The college represents itself clearly to the public through its publications.	0%	0%	8%	51%	41%	0%
4.	The college represents itself accurately and consistently to the public through its publications.	0%	5%	16%	48%	32%	0%
5.	The Orientation provided me with information I needed to become familiar with COC.	5%	2%	19%	35%	20%	19%
6.	The Orientation helped me become acclimated to COC.	6%	2%	23%	32%	17%	20%
7.	I have adequate training opportunities through the college's professional development program.	1%	6%	13%	45%	33%	1%
8.	The qualifications (including selection criteria and procedures) for your position accurately reflected job responsibilities when you were hired.	7%	16%	13%	33%	29%	2%
9.	Evaluation processes for staff encourage improvement.	10%	10%	23%	42%	16%	1%
10.	I know where to access personnel policies and procedures manuals when I need them.	1%	13%	14%	49%	21%	1%
11.	I am familiar with the college's Equal Employment Opportunity Policy.	1%	4%	14%	54%	27%	0%

BEST COPY AVAILABLE

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
12.	As a staff member, I am aware of how to get involved in college-wide planning and decision-making through CSEA and the Classified Coordinating Council.	2%	7%	20%	45%	24%	1%
13.	The budget development process provides opportunities for classified staff representation and participation at the college-wide level.	2%	12%	42%	32%	11%	1%
14.	Fiscal Services forms and procedures are clear.	2%	11%	19%	45%	16%	7%
15.	Fiscal Services forms and procedures facilitate the timely processing of transactions.	1%	2%	24%	49%	17%	7%

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